

Abstract of the Disclosure

5 A telephone call distribution system for determining destination for
an incoming telephone call in a telephony network including a service control
point (SCP) operates with a plurality of workstations each comprising a
telephone coupled to the telephony network and a proximate computer
station having a video display unit (PC/VDU), the PC/VDO connected to the
SCP via a wide area network (WAN), and a personal router associated with
each PC/VDU. The SCP broadcasts data pertaining to the incoming
10 telephone call and a request for a destination to individual ones of the
PC/VDUs via the WAN, and the personal routers negotiate a destination
based on individual routing rules and the data pertaining to the call. At least
one of the individual routers responds to the SCP with a destination for the
call. In some instances the workstations are associated with a call center,
15 and the call center may be CTI-enhanced. Individual routers in this instance
may be executed on a server on a local area network connecting
workstations at the call center, the server providing individual routers to
workstations in a client-server relationship.

09661.181 "091300

Inv B1